

Pacific Highway

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1. Introduction

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Pacific Highway Traffic Operations

The Pacific Highway POE is located in Surrey, B.C. and is approximately 30 kilometres south of Vancouver on Highway 15/176th street, Washington State route 543 on the US side of the border.

Pacific Highway Traffic has a staff of approximately 71 Border Services Officers and five Traveller Service Representatives. The Pacific Highway Border Crossing is open 24 hours a day, seven days a week. Pacific Highway Traffic Operations is a fully integrated highway traveller operation. It also processes travellers arriving by bus and has a designated bus secondary area. Inside the bus processing facility there are 3 BUS PIL booths. After recent upgrades, the port now has a total of 11 lanes: 7 regular traffic lanes, 1 flex lane and three NEXUS lanes. The port has the capacity to operate four NEXUS lanes. There are also large overhead LED signs at PIL (see photos).

The operation is the designated port of entry used for Tier One processing of all Asylum Seekers intercepted between the ports for the Pacific Highway District.

The port is equipped with an enclosed garage containing a pit where access to the undercarriage of vehicles can be gained. Pacific Highway is equipped with a variety of contraband detection equipment and tools, including **S 37**. Bus passengers are cleared in a designated clearance area with their baggage. BSOs from Pacific Highway are also responsible for clearing aircraft at the Langley airport, which is a CANPASS site.

In the 2010 National Risk Assessment, the combination of Pacific Highway Traffic and Commercial Operations was the second highest rated Port nationally and the second highest rated in the Pacific Region. The Pacific Highway Border Crossing is at **S 37**.



Name	Pacific Highway
Region	Pacific Region (1600)
Office Number	813
District	Pacific Highway (1632)
Opposite US Port of Entry	Blaine, Washington
Contact Information	Local Address: 28 176th Street Surrey BC V3Z 9R9 Phone: (604) 538-3611 Fax: (604) 538-0873
Services	Highway NEXUS Highway (NEXUS/HWY) Highway - Land Border Office (HWY/B) Designated Export Office (EXPORT) Electronic Data Interchange (EDI) Immigration (IMM) Duty-Free Shop (SHOP) Low Value Shipments Program (LVS) Designated Commercial Office (DCO)
Travellers	Office Hours: 24 hours, 7 days a week NEXUS lanes into Canada open: 7 days a week 07:00 to Midnight NEXUS lanes into United States open: 7 days a week 06:00 to 21:00
Commercial	Office Hours: 24 hours, 7 days a week
Immigration	Office Hours: 24 hours, 7 days a week

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2. General Information

Verified correct as of: July 2022

2.1 Major Access Routes (Canadian / US)

- Highway 15 / Interstate 5

2.2 Facilities owned by

- CBSA

2.3 Opposite US Port of Entry

- Blaine, WA - Phone: 360-332-7237
- Truck Crossing - Phone: 360-332-5707

2.4 Number of Primary Inspection Lines (PIL) booths, designated bilingual lanes, Secondary Commercial Exam Bays

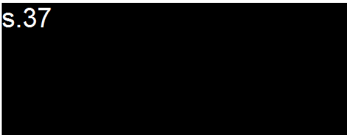
Primary	Lanes
Passenger-Only	7
Commercial-Only	0
Mixed (Passenger/Commercial) including Bi-Level	0
Bus-Only	3
Dedicated NEXUS/Trusted Travellers	4
Dedicated Trusted Trader	0
Total Number of Lanes at the Port	14
<i>Of the total number of lanes, the number of lanes designated bilingual</i>	0

Secondary	
Secondary Examination Capacity (This is the # of vehicles that can be parked in the secondary examination area)	16
Examination Bays (Traffic)	8
Examination Bays (Commercial)	0
Other - Tertiary examination garage	1
Other - Tier 1 Asylum Seeker Processing Stations	4

- Kiosque LiveScan Kiosk

2.5 Contraband Detection Equipment

s.37


2.6 Detector Dog Teams Available

s.37


2.7 Signage

- Bilingual and sufficient.

2.8 Interpreters On-site

- None

2.9 Non-governmental organizations (NGO) for government sponsored refugee reception

- None

2.10 Trusted Traveller/Trader Programs available

- NEXUS

2.11 Greeters and Queuing Officers

- Designated officer between hours of 10:00 and 22:00 for Secondary traffic control.

2.12 Key stakeholders

<https://cbsawikiasfc.omega.dce-eir.net/display/pp/Pacific+Highway>

- RCMP (Deas Island Highway Patrol, White Rock, Surrey and Langley detachments)
- USCBP
- US Border Patrol
- Federal Serious Organized Crime (FSOC)
- PSPC
- BC Ministry of Transportation & Highways
- Mainroad (highway maintenance)
- City of White Rock and the City of Surrey
- International Mobility & Trade Corridor Project (IMTC)
- Washington State Department of Transportation
- Other Government Departments (Transport Canada, RIV, ICBC, Canadian Firearms Centre)
- BC Trucking Association
- Canadian Society of Customs Brokers

2.13 Other Government Departments (OGDs) On-site

- None

2.14 CBSA On-site Function

- IT
- PSPC

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3. Human Resources

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3.1 Staffing level

Pacific Highway Traffic

Staffing Level	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Border services officers (BSOs)	76	69	72	71
Superintendents	10	10	10	9
Chiefs	1	1	1	1
Clerks and administrative support staff	2	3	3	5
Total Staff	97	85	89	86

Information provided by the District

Date: July 2022

3.4 Number of staff bilingual and number of staff fluent in languages other than English and French

- 0 officers are designated bilingual
- 38 officers are fluent in other languages (Punjabi – 9, Hindi – 5, Mandarin – 5, Japanese – 2, Cantonese – 2, Italian – 2, Albanian -1, Korean -1, Serbian – 1, Russian -1, German – 1, Czech – 2, Polish – 1, Portuguese - 1, Vietnamese -1, Sign – 1, Tagalog – 1, French - 1)

3.5 Variable Shift Scheduling Agreement (VSSA) or Other

- VSSA in place: 4/4 rotation, shift of 11.03 hours

3.6 Local training initiatives to improve services provided by the officers

- Advanced Contraband Examination Course (ACE)

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4. Volumes and Statistics

✓ Verified correct as of: July 2022

4.1 Number of Travellers

Number of Travellers	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Passengers	3,633,999	3,212,292	107,351	384,056
Pedestrians	*	655	567	0

*not reported in CMRA/ORR

Source: CMRS/ORA
Created by: PKB000
Date: July 2022

4.2 Number of Conveyance

Number of conveyance	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-2022
Cars	1,802,083	1,018,400	83,994	230,230
Buses	13,469	11,838	36	-

Source: CMRS/ORA
Created by: PKB000
Date: July 2022

4.3 Peaks and Valleys

- High Season – May to September & Mid November to 1st week of January
- Low Season – Mid January to April & October to November
- Peak Travel Days – Friday to Sunday

4.4 Border Wait Times

Border Wait Times
Border wait time performance (%) *

*The border wait time performance represents the % of time where delays were within the standard

4.5 Number of Enforcement Measures

Enforcement Actions	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
K19 Total Traveller Seizures	678	833	199	346
Narcotics/Drugs	359	430	111	257

Source: ICES
Created by: PKB000
Date: July 2022

4.6 Number of Immigration Documents

Type of Immigration Document	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-2022
Allowed to Leave	1,323	1,673	259	617
Inadmissibility Report (Sec. 44)	248	232	76	118
Refugee Claims	142	121	72	112
Student Permit	534	490	147	318
Work Permit	2,596	2,690	657	1,003
Permanent Resident	1,967	2,278	129	193
Visitor Record	676	734	328	310
TRP	154	126	14	35

Source: Data Warehouse
Created by: Lesa Kroes
Date: July 2022

4.8 Number of complaints/commendations

	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-2022
Complaints	59	45	29	59
Commendations	12	2	5	13

**including Traffic, Commercial and NEXUS)

Source: Regional Complaints Unit
Date: July 2022

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5. Risks

✓ Verified correct as of: August 2020

Top Risks:

- s.37

According to the 2013-14 National Border Risk Assessment, s.37 a high risk in the land traveller stream. s.37

s.37

Vulnerabilities

- s.37

Reference: 2012-2013 National Border Risk Assessment

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6. Future Patterns

✓ Verified correct as of: August 2020

- s.37 at Pacific Highway. This is attributed to Pacific Highway's location at the northern terminus of U.S. Interstate 5, which serves as an s.37

- s.37

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7. Other

✓ Verified correct as of: August 2020

7.1 Business Continuity Planning: Date of Last Update

- February 10, 2020

7.2 After Hours IT Services Available

- **After hours IT Services:** After hours service is available through the Pacific IT help desk and National help desk.
- **Software available-** s.37 Internet (external) Microsoft office, Excel, Word, Outlook, Power point, Adobe Acrobat reader

7.3 Pertinent Information Related to the Infrastructure

- The construction of 5 new PIL booths for regular traffic was completed in Spring 2012. Under Canada's Economic Action Plan, a new commercial examination warehouse was completed in early 2012.
- The Port of Pacific Highway is one of five ports of entry that will display real-time information on Border Wait Times (BWT). The automated technology will display in actual minutes and capture BWT data on traveler lanes, which will reduce the requirement for manual input by the officers. The BWT information will be updated approximately every five minutes.

7.4 Miscellaneous**Pacific Highway Asylum Seeker Office (ASO)**

The Pacific Highway Asylum Seeker Office (ASO) was created in December 2017 and tasked with developing and maintaining an operational contingency plan for the influx of persons seeking refugee protection within the region. The ASO has been focused on relieving the front line pressures and providing assistance to the Region resulting from asylum claims. Border Services Officers (BSO) at Pacific Highway Traffic conduct risk assessments and triage the refugee claimants into a high risk or low risk stream for further processing inland. Our responsibility includes: Preliminary Risk Assessment (PRA), determination of the application of the Safe Third Country Agreement (STCA), determination of low vs. high risk claims through exams, making the determination to defer the process to the processing centre, retention of non-eligible POE claims and the retention of some high risk claims.

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1 Comment



Savage, Lucy

Good day,

I was wondering if there is an explanation for the much higher number of work permits issued in FY 2015/16 (15,405) as shown in Section 4.7 Number of Immigration Documents?

Warm regards,

Lucy Savage